March 02, 1999

TEAPOTS NEWS/INFORMATION AND PROBLEM RESOLUTION

    This new format will be used to provide up to date information, problem resolution, and clarification of system functions, under specific subject areas.

MANUAL CASE NUMBERS: Some HUBs had either given cases HUD numbers which were not yet entered into ITTS, or have continued to give incoming cases HUD numbers after ITTS' shut down. In order to insure that these cases are correctly entered into TEAPOTS (without mixing up case numbers), the following should be followed strictly:

CAUTION: DO NOT CONVERT ANY OF THESE CASE CLAIM NUMBERS TO COMPLAINTS UNTIL YOU ARE CERTAIN THAT CASE NUMBERING IS CORRECT/CORRECTED. THIS WILL PRECLUDE LETTERS FROM BEING GENERATED UNTIL THE CASE NUMBER IS ESTABLISHED.

a. The last case number assigned in TEAPOTS by each HUB follows:

01990161X	02990423X	03990309X
04993005X	05990437X	06990483X
079906028	089900958	099974388
10990187X		

b. The manually assigned numbers should be entered in proper number sequence starting with the next **matching** case number.

c.   If a case was given a number which should have been in ITTS, it should be entered into TEAPOTS first, as long as the number is not already used for another case in TEAPOTS. We can change these numbers to the correct number, as long as the correct number is unused (and is less than the last number used in TEAPOTS).

d.   If a case number was assigned manually, but the system already has used the number, the case MUST be entered into the system last. This case will get a new number since it is not possible to change the number (not available), the case file should indicate this, and the parties be notified (if they received a previous letter with the original number).

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SYSTEM STRUCTURE:

a. The system resides on dedicated client-server PCs in HQ.

b.   The software used (except for WORD processing) uses NetDynamics 3.01 application development studio and Microsoft SQL Server 6.5 Data Base Management System (DBMS). The screens (pages in WEB terms) are created with Java, JavaScript and HTML.

DATA RETRIEVAL: The system retrieves pages of data by contacting the national system and pulling down a full page to work with at a time, e.g. the Intake tab.

ACCESS/SPEED ISSUES: IT has finally found two problems which directly impacted Intranet speed and access to the system. Once these were corrected, the system has speeded up greatly.

DOCUMENTATION:

a. USER MANUAL: The updated (draft) manual is posted on the News page.

b. DATA ELEMENT DICTIONARY: Will be posted on the News page this week.

c.   ERROR MESSAGES: A plain English text table explaining edit error messages will be posted this week.   Until, we have time to review and rewrite these error messages (drafted by the contract staff), this may be the best source of clarification if they are encountered and are not understood. Initially these may be on considerable concern and difficulty to users. The key to most messages is that specific date fields must be in chronological order (Date of Violation Contact Date, HUD Date filed, FHEO closure date if no cause date, or Cause determination date, GC charge date, GC closure etc. must be in order), or an action field must exist before another can be added HUD date filed before HUD closure, HUD cause date before transfer to GC followed by charge date followed by GC closure, etc.), and associated fields must both be present (closure date and closure type (code).

HELP:

  a.   ON-LINE HELP: Limited on line help is available on each page (screen) by clicking the HELP button at the top right of every screen. It will take you to the appropriate part of the User Manual.

  b.   HELP DESK: A 1-800 help line will be manned by one TEAPOTS primary contractor staffer. The number will be provided to System Administrators only, and is not for use by all users. System Administrators MUST screen problems encountered by users, and only pass on those which they cannot answer. Otherwise, the help desk which will be manned by one person each on two shifts will simply not work at all. The contractor will provide us a list of problems and we will provide answers to users on those which we already have answers for, then pass along the resolution of the remaining issues once known.

 EDITS: System checks to insure that logic and proper case flow is not violated has been added. This version contains many of the ITTS edits, but not all. More edits will be added later.

LOG-ON:

a. User ID: Three digit ID (like LAN ID) entered by the system administrator for each user.

b. Site ID: Unique location ID for each office or agency, which dictates certain activities.

c. Password: See PASSWORD below.

SESSION TIME-OUT: The system times out at 30 minutes. This applies in text processing (memo. Fields) also, and is the most likely time when users will forget how long they have been in the system. It is very easy to extend past 30 minutes without realizing it. Currently, the only solution is simply to click the Save button periodically (such as when you answer a telephone call).

SYSTEM   NOTES

MAIN MENU:

a.   Case review (general): See specific major tabs below.

b. OTHER AUTHORITIES:

1.   The case number format provided on the Other Authorities screen must be used for all complaints and compliance review entered, and the number sequence should have started with 0001 at the beginning of the FY.

2.   Other authority complaints and compliance reviews must be entered here. The Other Authority complaints entry screen on the Title VIII side is only for reference at this time. It does not collect Ohet Authorities case data.

c.   ADMINISTRATION (limited to system administrators):

1.   Case Check-in: System Administrators should check cases which have been checked out for several days, or which other users need to see (and the user responsible for the case is not available).

2.   Staff names: Staff names should only be entered as follows using the users correct name as in personnel (payroll) records: SMITH, JAMES A.

3.   Staff Information: System Administrator function (add users, modify user rights, etc.). NOTE: Never remove a user who was identified in a case as Intake Analyst, Investigator, or manager form the staff table. These users must remain of the staff table or they will removed from the case. SUSPEND users if the leave or transfer, don't remove them. A user can be on the system at more than one office location at different times. HUB system administrators are added by the national system administrators, and they must add all uses (HUB, Regional Counsel, Center, Site, FHAP).

4.   Users not directly involved with data entry should be limited to Read only access. Data entry should be given to users who actively work on cases, but are not system administrators or managers identified by HUB directors.

5.   All users have a location ID attached to their names, consisting of the FHAP agency four digit ID, or the standard HUB (region) codes 01-10 extended to four digits to identify related non HUB colocated Centers and Sites e.g. 01X = Boston HUB, 01CT = Boston HUB Connecticut office. State mail abbreviations (codes) are used for the third and fourth digits except where there is more than on HUD FHEO office in a state, then recognizable city abbreviations are used for the non state offices.

d.   Change passwords: Password must be changed every 21 days. If forgotten or expired, contact your FHEO HUB or HQFHEO system administrator. If you do not log in within 60 days, your password will be suspended.

e.   Log Off System: This is the only way that users should get out of the system. Except on the News page, using any other option to exit while actually in TEAPOTS (after logging on) such as WEB (e.g. X to close, Back key) tools could damage case data.

CASE REVIEW QBE:

a.   This is how existing cases are retrieved. When possible simply use the case number and the Equal to option. Depending on your location, you may need to enter the specific location ID at this time, to get your office list of cases. Many options are provided to limit your case search if needed.

b.   Currently, checked out cases can not be entered by other users. Your system administrator can and should check in cases which were left checked out for over three days or more. If you times out of the

system or somehow bombed out of it, the system will return you to the case which you were on when this happened.

c.   FHAP CACES PENDING DUAL FILING: Dual filing of FHAP origin cases is done by Establishing Jurisdiction on the case, which adds a HUD case number. No transfer is done, and the agency retains Write authority on the case.

d.   CASE PARTY SEARCH (complainant, respondent): Several search options area provided. But the basic function is like the ITTS Complainant or Respondent case search, and provides a list of cases which match the selected criteria.

INSERT NEW CASE:

a.   The system now generates case numbers, precluding any case number duplication.

b.   The add new case function requires that at least one complainant, respondent, basis an issue, etc. be entered. Additional parties, bases and issues must be added using the Intake tab options.

c.   Case names are used in output documents, therefore they should adhere to the proper format. The case name is the first complainant name v the first respondent name (unless one respondent is an organization, in which case the first respondent organization should be used as the respondent part of the case name).

d.   No other entries should be added to the case name (no numbers, staff names, slashes, etc.).

e.   The case name should be types the normal way with leading caps and lower case for the rest of the name, unless it is an abbreviation.

INTAKE TAB: Basic data entry _after_ a new case has been added to the system.

JURISDICTION TAB: Where HUBs establish HUD jurisdiction of both HUD and FHAP Complaints.

INVESTIGATIONS TAB:

a.   Both HUD and FHAP closures are here, with only one closure type.

b.   A summary of the closure for Administrative or Withdrawal with Resolution should be entered in the Notes part of the Findings and Conclusions for now.

CASE MANAGEMENT TAB:

a.   FILE TRANSFER (INTER-OFFICE):

1.   Except for FHAP cases (within the controlling HUB), cases must be both transferred to another office in the Inter-Office Transfer button on the Case Management screen, and received the same way by the receiving office before responsibility (write authority) changes e.g. GC must select the case from the Case Review QBE screen, and add the Inter-Office receipt before the GC tab changes to Write (edit) authority.

2.   When a HUB Dual files a FHAP case, the HUD case number is added, but the FHAP agency still has write authority. No transfer is done.

3.   When a HUB refers a case to a FHAP agency, using the FHAP Referral button (on the investigation tab), it automatically transfers write authority to the FHAP. No file transfer is required.

 b.   WRITE AUTHORITY: Write (edit) authority on a case (vs read only) is limited as follows:

   1.   The Intake analyst and Investigator on the case retain write authority on all but the GC tab.

   2.   FHEO has no write authority on the General Counsel tab, and GC has no write authority on other than the GC tab.

   3.   Otherwise Write authority is tied to case transfer (and receipt) and assignment to a specific user in the receiving office.

   4.   HUBs have write authority on their FHAP cases.

   5.   System Administrators and managers have write authority over cases in or under their HUBs. The manager designation (an authority assigned by the system administrator) is designed to provide certain managers (branch chiefs and above) <u>as directed by the HUB director</u>, some of the same authority as the system administrator. It should be strictly limited.

TRACKS TAB: Unchanged but still incomplete. It will be enhanced when the HQ Office of Investigations provides additional data.

CONCILIATION TAB:

OGC TAB:

   a.   Edit authority is restricted to OGC staff.

   b.   Few edits apply except for specific dates and completion (closure) types (codes).

   c.   Cases must be selected through the case review QBE then received before edit authority is established in the OGC tab (case must be in GC inventory before being edited).

LETTERS:

a.   NOTIFICATION LETTERS:

   (1).   Generate automatically when Jurisdiction Established is entered (select yes, and add HUD date filed),

   (2).   Will generate for all party records, but if an individual is entered in a party record along with an organization the letter will be addressed to the individual at the organization address and will include the organization name under the person's name. If the organization is also a respondent to the case, then it must be entered is a separate record, which will then generate a second notification letter to the organization.

   (3).   FHAP REFERRED CASES: In order to get the correct letter on cases received by HUD (HUD origin) then referred to FHAP agencies, the following steps must be followed:

        o   Add new case in HUB as a Claim only (do not convert the case to a complaint).

o   In the Investigations tab, FHAP Referral date pop-up select the correct FHAP agency from the drop down table, then save/exit.

o   Check that Processing Responsibility has changed from HUD to FHAP, before going further (before exiting the Investigation tab).

o   In the Jurisdiction tab, Establish Jurisdiction then save/exit.

o   The Referred to FHAP notification letter will generate.

b.   GENERATED LETTERS: Letters are not saved as individual records in the system. The data and the letter generation date is saved, and is used to regenerate the letter. If users chose to also save letters to a designated WORD file. The system will NOT use this file for letter generation, therefore changes made to this letter will not appear on regenerated letters.

c.   100 DAY LETTERS:

   (1). Will not regenerate for letters dated before August 23, 1994, the date when letter reasons (and Claims) started. These earlier format letters were generated by ITTS and saved to a HQFHEO. Contact this office if letters from this period are needed for courts etc.. The new letter edit related to future completion dates does not apply to passed future dates.

   (2). Currently if any closed case with a pre August 23, 94 letter generation date is entered and an error relating to missing reasons is encountered, the solution is to enter reason 13 and in the text block type in "NO REASON REQUIRED", then enter "12/31/1999" as the projected completion date, "UNKNOWN" as the contact name and SELECT "HQ" as the contact point. This is simply to allow you to exit the case, nd the data will not be used.

d.   The HUB SIGNATURE BLOCK is found at the bottom of the Reports QBE screen, and must be updated by the local system administrator(s).

e.   HUD office address in the LETTERHEAD: The contractor experienced some difficulty is setting up the HUB letterheads, therefore the letterheads look somewhat different than before. The letterhead office address is currently hard coded.

REPORTS:

a.   QBE (by case): Currently limited to output documents.

b.   SYSTEM (all cases): Currently contains the List Case report only.

c.   IMPROMPTU (OFF-LINE): Once installed, the Impromptu software will access the data bases in TEAPOTS, and run reports outside of TEAPOTS for now. Q WEB version of Impromptu is expected to be accepted by HUD soon, will replace this version and move the reports into TEAPOTS itself.

d.   All of the initial nine basic reports (except the List Case report above) are currently in Impromptu.

REOPEN CASES: The Reopen date on the Investigation tab currently applies to Complaints only, not to Claims. To reopen a Claim, the system administrator/manager must remove the closure date and type (code).
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LIMITATIONS OF THIS VERSION:

a.   Many edits still missing.

b.   Audit Trail still missing.

c.   Many enhancements still missing.

d.   All HUD cases not visible to all HUD users yet.

e.   The WEB spell check function is not dependable. Documents should be spell checked in WORD.

f.   No activity is activated by using the "ENTER" key. It is disabled.

g.   The activity hour glass does not always show when clicked.   The activity bar at the bottom of the browser page (with the Key symbol to its left) will always give you the system activity (tells you what is going on e.g. Contact Host, Waiting for Reply, Done, etc.). If any other message is displayed but Done, do not click any more, the system is working e.g. downloading a page of data, etc..

h.   When you click to save or exit, check the activity bar to see if the system is reacting. If not then click again.

i.   Cases are not available while a use is actively in it. If the Intake Analyst or Investigator assigned to the case is out and you need access to the case and it will not let get to it, contact your system administrator who can check the case in.

PRIORITY ENHANCEMENTS PENDING: (Will be completed very soon and delivered as a stand alone package).

o   Cut and Paste problem
o   Time out clock
o   Audit trail (including letters)
o   Conversion of ITTS audit trail (including letters)
o   Conversion of ITTS EOS names REPORTS:
o   GC report
o   Tennessee FHAP cases in both Atlanta and Kansas City.
o   Case number re-sequencing for San Francisco.
o   Date parameters for the Other Authorities report
o   TBD ??????????????

a.   Copies of Impromptu (HUDs selected report writer and on line query software) is required to be on each station which will generate reports or run queries. One two user copy is pending delivery to each HUB. It will eventually be replaced by a multi-user version.

b.   Initially 9 standard Impromptu or HTML reports will be available. However, they are not all ready, and will not be available to HUBs until Impromptu software is received. These include the following basic accounting reports:
    o   Summary of Activity
    o   Annual report to Congress format (provides receipts, closures, basis, issue etc. Data by HUB.
    o   HUB view accounting, with FHAP agency breakdown (ITTS DBCA)
    o   Enforcement Actions Summary
    o   Enforcement Actions Detail
    o   Cases Due 100 Day letters (ITTS EJCA)

- o Open case inventory (ITTS EDCA)
- o Closed case inventory (ITTS EECA)
- o Detail backup for Summary of Activity (parts 3, 4, 6, 9 and 14 of ITTS EFCA)

c. Additional reports will be added in following versions.

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